Computer Science Project File

Complaint Management System

(2020-2021)

ASIAN INTERNATIONAL PRIVATE SCHOOL

Ruwais, Abu Dhabi

UAE

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CERTIFICATE

This is to certify that ~~Miss~~/Master **Kashish Joshipura** of Grade **12** Registration no: …….. has carried out the project work in **Complaint Management System** (Python and SQL connectivity) prescribed by the Central Board of Secondary Education, New Delhi during the academic year 2020-21.

Teacher –in-charge : ……. Date: …….

Internal Examiner : ……

External Examiner : ……

Principal: **School Seal:**

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Acknowledgement

In the accomplishment of this project, many people have bestowed upon their blessings and their heart pledged support.

Primarily I thank God Almighty for being able to complete this project with success. Then I would like to thank the management, my Principal Mr. Anzar Abdul Salam and my Computer Science teacher Ms. Reshma Premarajan whose valuable guidance and support has helped me bring out this project. Their suggestions and instructions have served me towards the completion of this project.

I would also like to thank my parents and friends for encouraging me during the various phases of this project. Finally, I would like to thank CBSE for giving me this opportunity to undertake this project.

OBJECTIVE

This Complaint Management program is a project which helps the people list their complaint and categorize them on the basis of their usage in order to make it easier for the organization to help them. It is a compact and a quick method to voice the people’s problems.

ABSTRACT

This project initially gives the user to choose between the admin or a customer mode.

The customer mode can be accessed by only the users and it allows them to enter their complaint and display them. It also allows them to alter their complaint if they have made some mistake

The admin mode can only be accessed using a username and a password. It includes all the functions of the customer mode in addition to other functions like deletion and alteration of the entered complaints.

Both the modes also contain an instruction menu containing all the information regarding this management system.

PACKAGES USED

1)**mysql.connector:** It is used to establish a connection between python and MySQL database. It helps to create a database in MySQL database, create a table and also enter the data via python to the created database. The data can be deleted, displayed, and altered too.

2)**sys module:**
This module provides access to some variables used or maintained by the interpreter and to functions that interact strongly with the interpreter.

FILES GENERATED

1)**csproject.txt:** It contains the information of the customers i.e., all the entered values get stored in this file.

2)**developerdetails.txt:** It contains the information of the developer of this program.

3)**instructions.txt:** It holds all the steps and information on running this program.

4)**about.txt:** It is a brief summary of what this program is all about and all the other necessary information regarding this project.

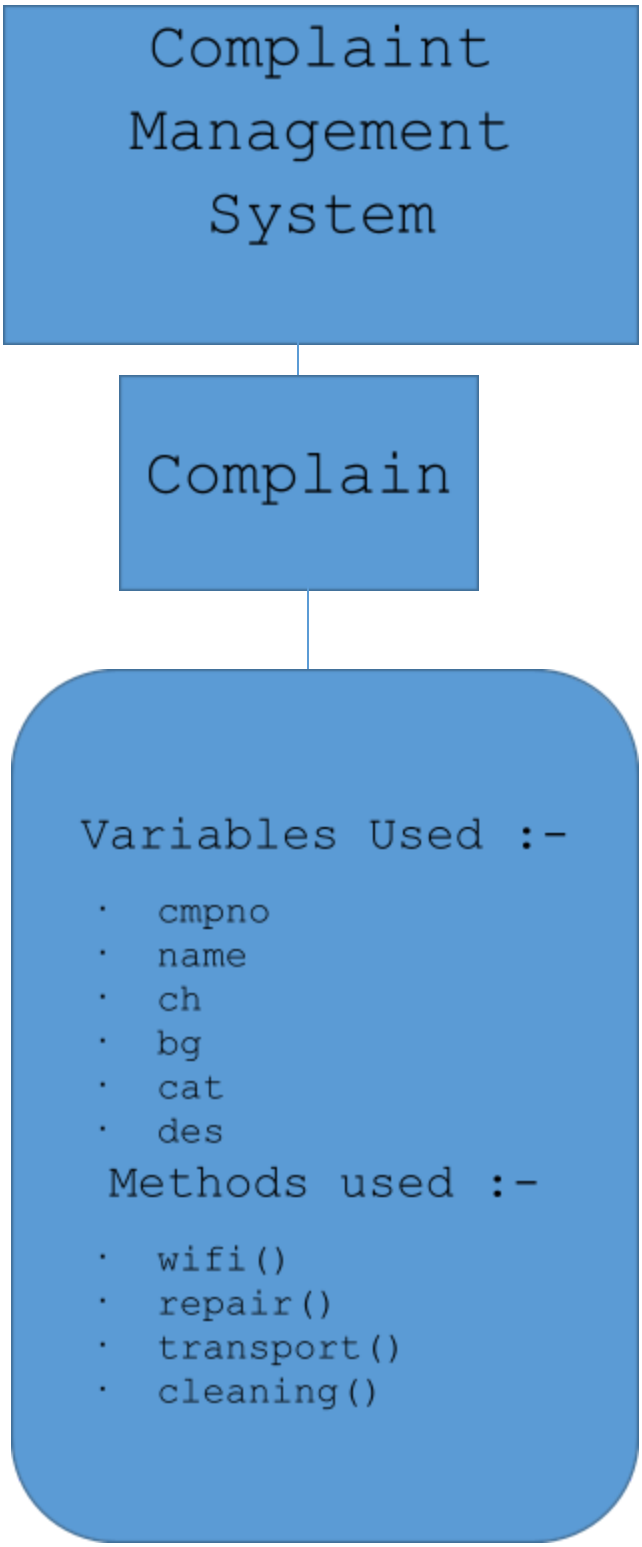
5)**kyr.txt:** This file holds some of the necessary rights and conditions which the programmer guarantees to the customers.

FUNCTIONS USED

1. **complaintnumber():** asks the user to enter the complaint number
2. **name():** asks the user for their name
3. **gender():** asks for the gender
4. **building():** user inputs their building number
5. **category():** asks for the complaint category
6. description():user enters his complaint description.
7. **mysql():**inserts value in the common table complain in sql
8. **wifi(),repair(),transport(),cleaning():** inserts value in respective tables of the same name.
9. **all_complains():**sql connection for table complain
10. **wifi_complains(),repair_complains(),transport_complains(),cleaning_complains():**sql connection for respective tables with the same name
11. **display():** to display the tables
12. **delopt():** to select the table to delete from
13. **delname():** input the name to delete from

14. **delall():** delete the records from table complain
15. **delwifi(),delrepair(),deltransport(),delcleaning():** delete the records from the respective tables with the same name.
16. **all_complains_update:** sql connection for table updation.
17. **Wifi_update(),repair_update(),transport_update()cleaning_update():** sql connection for the respective tables with the same name.
18. **Update():** user choice for table records updation
19. **Delch():** user choice for table records deletion
20. **Admin():** contains the admin login credentials
21. **Fnctcall1(),fnctcall2():** user choice for admin and user modes.
22. **Devoloperdetails(),about(),kyr():** text files containing details about this program
23. **Loop1(),loop2():** provides the user with the choice to either continue or end the program.
24. **Mode():** asks the user to choose between admin and user mode.

CLASS DIAGRAM



SOURCE CODE

```
print("++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++
++++++++++++++++++++++++++++++")
print("")
print("++++++++++++++++++++++++++ ASIAN INTERNATIONAL PVT
SCHOOL ++++++++++++++++++++++++++++")
print("")
print("++++++++++++++++++++++++++++++ COMPLAIN MANAGEMENT
++++++++++++++++++++++++++++++++")
print("")
print("++++++++++++++++++++++++++++++++ KASHISH JOSHIPURA
++++++++++++++++++++++++++++++++++")
print("")
import sys
#complaint number input
def complaintnumber():
    global cmpno
    cmpno=int(input("enter the complaint number===>"))
    cmpno=str(cmpno)
#name input
def name():
    global name
    name=input("enter a name==>")
    if(name==""):
       raise ValueError
    print(name)
#gender input
```

```
def gender():
    global ch
    ch=input("choose male or female==>")
    if(ch!="male" and ch!="female"):
        raise ValueError
    print(ch)
#building number input
def building():
    global bg
    bg=input("enter your building number==>")
    if(bg==""):
        raise ValueError
    print(bg)
#category input
def category():
    global cat
    cat=input("enter
category:----\nwifi,\nrepair,\ntransport,\ncleaning-------")
    if(cat!="wifi" and cat!="repair" and cat!="transport" and
cat!="cleaning"):
        raise ValueError
    print(cat)
#description input
def description():
    global des
    des=input("enter the complaint description==>")
    if(des==""):
        raise ValueError
    print(des)
```

```
#display all complaints in one table
def mysql():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("Insert into complain values
("+cmpno+",'"+name+"','"+ch+"','"+bg+"','"+cat+"','"+des+"')")
    db.commit()



#wifi category mysql connectivity
class complain():
    def wifi(self):
        import mysql.connector
        db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
        cur = db.cursor()
        cur.execute("Insert into wifi values
("+cmpno+",'"+name+"','"+ch+"','"+bg+"','"+cat+"','"+des+"')")
        db.commit()



#repair category mysql connectivity
    def repair(self):
```

```
        import mysql.connector
        db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
        cur = db.cursor()
        cur.execute("Insert into repair values
("+cmpno+",'"+name+"','"+ch+"','"+bg+"','"+cat+"','"+des+"')")
        db.commit()



#transport category mysql connectivity
    def transport(self):
        import mysql.connector
        db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
        cur = db.cursor()
        cur.execute("Insert into transport values
("+cmpno+",'"+name+"','"+ch+"','"+bg+"','"+cat+"','"+des+"')")
        db.commit()



#cleaning category mysql connectivity
    def cleaning(self):
        import mysql.connector
        db = mysql.connector.connect(host="localhost",
                    user="root",
```

```
                    passwd="kashishviha1928",
                    database="complaint")
        cur = db.cursor()
        cur.execute("Insert into cleaning values
("+cmpno+",'"+name+"','"+ch+"','"+bg+"','"+cat+"','"+des+"')")
        db.commit()


#sql connectivity execution
def choose():
    if(cat=="wifi"):
        c1=complain()
        c1.wifi()
    elif(cat=="repair"):
        c1=complain()
        c1.repair()
    elif(cat=="transport"):
        c1=complain()
        c1.transport()
    elif(cat=="cleaning"):
        c1=complain()
        c1.cleaning()


#select all complains
def all_complains():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                                 user="root",
```

```
                                passwd="kashishviha1928",
                                database="complaint")
cur = db.cursor()
cur.execute("select * from complain")
r=cur.fetchall()
result=len(r)
if(result!=0):
    for row in r:
        print("")
        print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
        print("@Complaint Number-----",row[0])
        print("@Name-----",row[1])
        print("@Gender-----",row[2])
        print("@Building Number-----",row[3])
        print("@Category-----",row[4])
        print("@Description-----",row[5])
        print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
        print("")
    #dfh
    file=open("csproject.txt","w")
    st=str(row)
    file.writelines(st)
    file.close()
else:
    print("empty")
db.close()
```

```
#select wifi complains
def wifi_complains():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("select * from wifi")
    r=cur.fetchall()
    result=len(r)
    if(result!=0):
        for row in cur.fetchall():
            print("")
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("@Complaint Number-----",row[0])
            print("@Name-----",row[1])
            print("@Gender-----",row[2])
            print("@Building Number-----",row[3])
            print("@Category-----",row[4])
            print("@Description-----",row[5])
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("")
        #dfh
        file=open("csproject.txt","w")
        st=str(row)
        file.writelines(st)
        file.close()
```

```
    else:
        print("empty")
    db.close()


#select repair complains
def repair_complains():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("select * from repair")
    r=cur.fetchall()
    result=len(r)
    if(result!=0):
        for row in cur.fetchall():
            print("")
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("@Complaint Number-----",row[0])
            print("@Name-----",row[1])
            print("@Gender-----",row[2])
            print("@Building Number-----",row[3])
            print("@Category-----",row[4])
            print("@Description-----",row[5])
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("")
```

```
        #dfh
        file=open("csproject.txt","w")
        st=str(row)
        file.writelines(st)
        file.close()
    else:
        print("empty")
    db.close()


#select transport complains
def transport_complains():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("select * from transport")
    r=cur.fetchall()
    result=len(r)
    if(result!=0):
        for row in cur.fetchall():
            print("")
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("@Complaint Number-----",row[0])
            print("@Name-----",row[1])
            print("@Gender-----",row[2])
```

```
            print("@Building Number-----",row[3])
            print("@Category-----",row[4])
            print("@Description-----",row[5])
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("")
        #dfh
        file=open("csproject.txt","w")
        st=str(row)
        file.writelines(st)
        file.close()
    else:
        print("empty")
    db.close()
#select cleaning complains
def cleaning_complains():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("select * from cleaning")
    r=cur.fetchall()
    result=len(r)
    if(result!=0):
        for row in cur.fetchall():
            print("")
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
```

```
            print("@Complaint Number-----",row[0])
            print("@Name-----",row[1])
            print("@Gender-----",row[2])
            print("@Building Number-----",row[3])
            print("@Category-----",row[4])
            print("@Description-----",row[5])
            print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")
            print("")
        #dfh
        file=open("csproject.txt","w")
        st=str(row)
        file.writelines(st)
        file.close()
    else:
        print("empty")
    db.close()



#display table
def display():
    print("select the category of the complaint you wish to
display")
    print("====>all complains")
    print("====>wifi")
    print("====>repair")
    print("====>transport")
    print("====>cleaning")
    print("====>none")
    dsp=input("")
```

```
    if(dsp=="all complains"):
        all_complains()
    elif(dsp=="wifi"):
        wifi_complains()
    elif(dsp=="repair"):
        repair_complains()
    elif(dsp=="transport"):
        transport_complains()
    elif(dsp=="cleaning"):
        cleaning_complains()
    elif(dsp=="none"):
        sys.exit
    else:
        raise ValueError

#delete name
def delopt():

print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@@@@@@@@@@@@@@@@@@@@@@@@@@@")
    print("@@@@@@@@@@@@@@@@@@@@@@@@@@@ DELETE RECORDS
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@")

print("@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@@@@@@@@@@@@@@@@@@@@@@@@@@@")
    print("enter the name of the category from which you want to
delete the complaint")
    print("1----all complains")
    print("2----wifi")
    print("3----repair")
    print("4----transport")
```

```
    print("5----cleaning")
    print("6----I have changed my mind I don't want to delete
any record")
    global deltable
    deltable=input("")
def delname():
    global deletename
    print("enter the name of the person whose complaint you want
to remove====>")
    deletename=input("")
#delete records
def delall():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
    cur.execute("delete from complain where
name='"+deletename+"'")
    db.commit()



def delwifi():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                    user="root",
                    passwd="kashishviha1928",
                    database="complaint")
    cur = db.cursor()
```

```
    cur.execute("delete from wifi where name='"+deletename+"'")
    db.commit()



def delrepair():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                     user="root",
                     passwd="kashishviha1928",
                     database="complaint")
    cur = db.cursor()
    cur.execute("delete from repair where
name='"+deletename+"'")
    db.commit()
def deltransport():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                     user="root",
                     passwd="kashishviha1928",
                     database="complaint")
    cur = db.cursor()
    cur.execute("delete from transport where
name='"+deletename+"'")
    db.commit()
def delcleaning():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                     user="root",
                     passwd="kashishviha1928",
```

```
                    database="complaint")
    cur = db.cursor()
    cur.execute("delete from cleaning where
name='"+deletename+"'")
    db.commit()


#variable for upg
def var():
    global ugname
    global ugdes
    print("enter the name used while registering the complaint")
    ugname=input("")
    if(ugname==""):
        raise ValueError()
    else:
        print("")
    print("Enter the new description")
    ugdes=input("")
    if(ugdes==""):
        raise ValueError()
    else:
        print("")
#mysql update for all tables
def all_complains_update():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                                 user="root",
                                 passwd="kashishviha1928",
                                 database="complaint")
```

```
   cur = db.cursor()
    cur.execute("update complain set description='"+ugdes+"'
where name='"+ugname+"'")   db.commit()


def wifi_update():
    import mysql.connector
    db = mysql.connector.connect(host="localhost",
                                 user="root",
                                 passwd="kashishviha1928",
                                 database="complaint")
    cur = db.cursor()
    cur.execute("update wifi set description='"+ugdes+"' where
name='"+ugname+"'")
    db.commit()
```

OUTPUT SCREENS

```
++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++

++++++++++++++++++++++++ ASIAN INTERNATIONAL PVT SCHOOL ++++++++++++++++++++++++++++

++++++++++++++++++++++++++++++ COMPLAIN MANAGEMENT ++++++++++++++++++++++++++++++++

++++++++++++++++++++++++++++++++ KASHISH JOSHIPURA ++++++++++++++++++++++++++++++++++


   select the mode

--------------------
|1----ADMIN MODE    |
|2----CUSTOMER MODE|
--------------------
```

ADMIN MODE

```
   select the mode

--------------------
|1----ADMIN MODE    |
|2----CUSTOMER MODE|
--------------------
1
====================
WELCOME TO ADMIN MODE

_____________________
|Enter your username|
|___________________|
kashi
!!!!!!!!! INVALID USERNAME !!!!!!!!!
!!!!!!!!!! ACCESS DENIED !!!!!!!!!!
```

```
   select the mode

--------------------
|1----ADMIN MODE    |
|2----CUSTOMER MODE|
--------------------
1
====================
WELCOME TO ADMIN MODE

_____________________
|Enter your username|
|___________________|
kashish

_____________________
|Enter you password|
|___________________|
ok
!!!!!!!!! INVALID PASSWORD !!!!!!!!!
!!!!!!!!!! ACCESS DENIED !!!!!!!!!!
```

```
   select the mode

--------------------
|1----ADMIN MODE   |
|2----CUSTOMER MODE|
--------------------
1
====================
WELCOME TO ADMIN MODE
 ___________________
|Enter your username|
|___________________|
kashish
 ___________________
|Enter you password|
|___________________|
no
$$$$$$$$$$ ACCESS GRANTED $$$$$$$$$$
What do you want to do ?
1---Enter a complaint
2---Display complaints
3---Delete complaint records
4---Alter the complain description
5---Alter the complain name
6---Instructions
7---Exit
```

1---Enter a complaint

```
$$$$$$$$$$ ACCESS GRANTED $$$$$$$$$$
What do you want to do ?
1---Enter a complaint
2---Display complaints
3---Delete complaint records
4---Alter the complain description
5---Alter the complain name
6---Instructions
7---Exit
1
enter the complaint number===>7
enter a name==>sam
sam
choose male or female==>male
male
enter your building number==>29sd
29sd
enter category:----
wifi,
repair,
transport,
cleaning-------transport
transport
enter the complaint description==>the bus was not cleaned properly
the bus was not cleaned properly
~~~~~~~~~~~~~~~~~~~~~~~~~
DO YOU WANT TO CONTINUE???
~~~~~~
y-YES
~~~~
n-NO
~~~~
```

y-yes

```
~~~~~~~~~~~~~~~~~~~~~~~~~
DO YOU WANT TO CONTINUE???
~~~~~~
y-YES
~~~~
n-NO
~~~~
y
What do you want to do ?
1---Enter a complaint
2---Display complaints
3---Delete complaint records
4---Alter the complain description
5---Alter the complain name
6---Instructions
7---Exit
```

2---Display Complaints

```
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
all complains

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 7
@Name----- sam
@Gender----- male
@Building Number----- 29sd
@Category----- transport
@Description----- the bus was not cleaned properly
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@


@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 19
@Name----- kamli
@Gender----- female
@Building Number----- 213d
@Category----- repair
@Description----- lights are not working
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
```

```
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
wifi
empty
```

```
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
cleaning
empty
```

```
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
transport

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 7
@Name----- sam
@Gender----- male
@Building Number----- 29sd
@Category----- transport
@Description----- the bus was not cleaned properly
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
```

```
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
repair

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 19
@Name----- kamli
@Gender----- female
@Building Number----- 213d
@Category----- repair
@Description----- lights are not working
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
```

3---Delete Complaint Records

```
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@ DELETE RECORD@ @@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
enter the name of the category from which you want to delete the complaint
1----all complains
2----wifi
3----repair
4----transport
5----cleaning
6----I have changed my mind I don't want to delete any record
3
enter the name of the person whose complaint you want to remove====>
kamli
~~~~~~~~~~~~~~~~~~~~~~~~~~
DO YOU WANT TO CONTINUE???
~~~~~~
y-YES
~~~~
n-NO
~~~~
y
What do you want to do ?
1---Enter a complaint
2---Display complaints
3---Delete complaint records
4---Alter the complain description
5---Alter the complain name
6---Instructions
7---Exit
2
select the category of the complaint you wish to display
====>all complains
====>wifi
====>repair
====>transport
====>cleaning
====>none
repair
empty
```

4---Alter the complain description

```
Select the category of the complaint which is to be altered
1----all complains
2----wifi
3----repair
4----transport
5----cleaning
6----none
1
enter the name used while registering the complaint
sam

Enter the new description
the bus was untidy
```

5---Alter the complain name

```
Enter the category containing the name to be altered-------
1----all complains
2----wifi
3----repair
4----transport
5----cleaning
1
Enter the building number whose name you wish to alter
29sd

Enter the new name
sammy
```

6---Instructions

```
INSTRUCTIONS

1)Select the command you wish to execute
2)Enter the desired values
3)Go with the flow
```

7---Exit

```
What do you want to do ?
1---Enter a complaint
2---Display complaints
3---Delete complaint records
4---Alter the complain description
5---Alter the complain name
6---Instructions
7---Exit
7

>>>
```

CUSTOMER MODE

```
   select_the_mode

--------------------
|1----ADMIN MODE    |
|2----CUSTOMER MODE|
--------------------
2
========================
WELCOME TO CUSTORMER MODE

What do you want to do ?
1---Enter a complaint
2---Displayy complaints
3---Alter a complaint
4---Instructions
5---Exit
```

1---Enter a complaint

```
enter the complaint number===>4567
enter a name==>kamlesher
kamlesher
choose male or female==>male
male
enter your building number==>n452wf
n452wf
enter category:----
wifi,
repair,
transport,
cleaning-------transport
transport
enter the complaint description==>transport is bad
transport is bad
```

2---Display complaints

```
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 7
@Name----- sam
@Gender----- male
@Building Number----- 29sd
@Category----- transport
@Description----- the bus was not cleaned properly
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@


@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@Complaint Number----- 4567
@Name----- kamlesher
@Gender----- male
@Building Number----- n452wf
@Category----- transport
@Description----- transport is bad
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
```

3---Alter a complaint

```
Select the category of the complaint which is to be altered
1----all complains
2----wifi
3----repair
4----transport
5----cleaning
6----none
4
enter the name used while registering the complaint
kamlesher

Enter the new description
transport is very bad
```

4---Instructions

```
--------------------------------------------------------------------------------

INSTRUCTIONS

1)Select the command you wish to execute
2)Enter the desired values
3)Go with the flow

--------------------------------------------------------------------------------
```

5---Exit

```
What do you want to do ?
1---Enter a complaint
2---Displayy complaints
3---Alter a complaint
4---Instructions
5---Exit
5
~~~~~~~~~~~~~~~~~~~~~~~~~
DO YOU WANT TO CONTINUE???
~~~~~~
y-YES
~~~~
n-NO
~~~~
```

y-YES

```
DO YOU WANT TO CONTINUE???
~~~~~~
y-YES
~~~~
n-NO
~~~~
y

What do you want to do ?
1---Enter a complaint
2---Displayy complaints
3---Alter a complaint
4---Instructions
5---Exit
```

n-NO

```
THANK YOU FOR VISITING!!!!!!!!!!


For more information select
1-----Developer Details
2-----About
3-----Know Your Rights
4-----NO!!!!!
```

1---Developer Details

```
--------------------------------------------------------------------------------------------


Developer-----KASHISH H JOSHIPURA
Class---------XII-C
School Name---Asian International Pvt School
Location------Ruwais,Abu Dhabi
Age-----------17
Status--------Alive

--------------------------------------------------------------------------------------------
```

2---About

```
--------------------------------------------------------------------------------------------

Welcome to The Customer Complaints' Portal. This portal ensures a genuine forum for custom
ers to voice their opinions and submit their comments in order to improve services and enh
ance practices.
This portal is committed to delivering exceptional services to its customers and seeks to
develop performance to their satisfaction and exceed their expectations. Complaints from c
ustomers are considered essential to simplify procedures and develop and enhance performan
ce. Thus, the government is keen to open communication channels with its customers and to
recognize their needs, taking into consideration the cultural diversity of these customers
.

--------------------------------------------------------------------------------------------
```

3---Know Your Rights

```
--------------------------------------------------------------------------------

Confidentiality

1- Departments shall take all necessary measures and precautions to guarantee the confiden
tiality of complaints, related documents and information (traditional and electronic forma
ts and recorded copies).

2- All personnel within the participating eComplain entities dealing with the unified cust
omer eComplain portal should undertake to sign and implement a confidentiality document.

3- Authorized system users must be identified, and access to all details of system users m
ust be controlled.

4- Measures must be taken to ensure stakeholders and concerned entity information and data
confidentiality by allowing only authorized staff members to view this information.

--------------------------------------------------------------------------------
```

4---No!!!!!

```
For more information select
1-----Developer Details
2-----About
3-----Know Your Rights
4-----NO!!!!!
4

>>>
```

LIMITATIONS

- Limited choices of categories for the complaint
- The password is visible while typing
- Limited number of functions and operations
- The option to enter new complaint category and a new table has not been implemented yet.

REQUIREMENTS

SOFTWARE REQUIREMENTS

- Python 3.8 or later versions
- Windows, macOS, UNIX, LINUX
- Any version of MySQL

HARDWARE REQUIREMENTS

- Processor- 2.3 GHz 8-Core Intel Core i9
- Memory- 16 GB 2667 MHz DDR4
- Graphics- Intel UHD Graphics 630 1536 MB

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